

E-01345A-08-0172



0000089358

ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Al AmezcuaPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 - 72063Date: 10/10/2008Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: Last:
Guadalupe MarAccount Name: Guadalupe MarHome: (000) 000-0000Street: [REDACTED]Work: (000) 000-0000City: PhoenixCBR:State: AZ Zip: 85006is:Utility Company: Arizona Public Service CompanyDivision: ElectricContact Name: for assignmentContact Phone: n/aNature of Complaint:

10/10/08 Docketed under E-01345A-08-0172.

Per Ms. Mar she opposes the rate increase by APS. She feels this is highway robbery. People are getting rich of the people who are struggling to make it. This is not fair.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

I advised Ms. Mar that her comments regarding the Arizona Public Service rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

End of Comments

Date Completed: 10/10/2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2008 - 72063
